

Statement of Work
FAA-Office of Enterprise Systems, Enterprise Technical Management Division,
AME-210

Task Reference No.: T259

Task Name: FAA Discoverer Analysis / ESC Delphi Operations Support

Work Originator: AME-210

Date: 09/29/2010

Task Type: Firm Fixed Price - Level Of Effort

Period of Performance: 03/11/2011 – 02/29/2012

A. Work Description Outline:

Contractor must provide dedicated Discoverer resource(s) to work FAA reporting priorities as follows:

- Resource(s) must have Oracle Federal financials knowledge and be capable of building Oracle Discoverer reports
- Resource(s) will focus on FAA report priorities as established by the FAA
- Resource(s) will work in conjunction with established Delphi process and procedures to develop reports/workbooks
- Resource(s) will coordinate additional required objects/folders with the Delphi Discoverer Administrator and work within Delphi migration schedules

B. Administrative Considerations:

Performance Schedule: The contractor shall provide the necessary support with the Oracle Federal Financial applications experience to analyze customers accounting business requirements. General knowledge of federal governmental accounting business processing from Budget Formulation to Financial Statements Results (such as the SF224, SF133, Balance Sheet, etc.) is necessary to meet customer requirements. The following technical skill sets are required by the contractor(s):

- SQL
- Oracle Financials 11.5.9, 11.5.10
- Oracle Reports 6I and/or 6I
- Oracle Financial Analyzer
- Discoverer
- Query Builder

The contractor will accomplish the analysis of customer requirements utilizing applicable tools. Services will include, financial business analysis of existing and converted

financial data, designing, recommending and implementing Discoverer reports to meet the business data needs.

The contractor will, in the fulfillment of this task, provide Discoverer report solutions and detailed financial data analysis for use by the COTR with coordination of the contractor task lead. The contractor will utilize ISO 9000, CMMi and Oracle AIM methodology established standards and/or procedures as defined by the FAA in the performance of this task. The contractor will use the available hardware and software provided by the FAA, as tools in the development/maintenance process.

The contractor will participate in and provide support for the design, build, and implementation of Delphi Discoverer reports as well as participating in the maintenance of all these reports currently performed by the financial systems.

The contractor shall also provide the necessary support to perform system analysis, design, computer programming, testing, prepare system documentation and program specifications.

The contractor will, in the fulfillment of this task, generate system programs and/or program changes from requests by program managers and/or analysts. The contractor will utilize established standards and/or procedures as defined by the FAA in the performance of this task.

Place of Performance: Workstations within the financial services facility located at the Mike Monroney Aeronautical center in Oklahoma City, Oklahoma will be made available to the contractor personnel providing support to existing Delphi Customers and upgrades.

Work Schedule: Services are to be performed on-site Monday through Friday (excluding federal holidays and facility closures) between the operating hours of 0600 to 1800. If applicable, the contractor will be notified two (2) weeks prior to any shift change. The task leader must insure adequate resource (contractor) coverage each business day.

In an emergency situation or upon execution of the organization's Continuity of Operations Plan (COOP) the COTR will provide guidance on work requirements through the contracting officer. In the event communication with the contracting officer is not available, the COTR will provide the work requirement to the contracting officer as soon as possible.

Inspection and Acceptance: Inspection and acceptance criteria will be based upon guidelines set forth in the Delphi Program charter and the Delphi Configuration Management Policy. Upon completion of each task phase, the COTR will review the final products and COTR will indicate written acceptance of completion of the task phase.

C. Privacy and Security:

Clearance: A Level 5 security clearance is required for all contractor personnel assigned to this task. Contractor shall comply with all applicable DOT, FAA and local security directives while performing work under this contract. If contractors travel to remote locations, they may be required to be under the escort of authorized FAA personnel.

Privacy: All data involved in this task will pertain to the Privacy Act.

D. Government Support Provided:

Facilities and Equipment: The Government will provide desk space, terminals, telephone service, User-ID and passwords, and access to the client server hardware as appropriate through the duration of this task.

E. Contractor Support:

Task Staffing: Contractor support shall have a good working knowledge of Oracle Financial applications, oracle financial application workflow and the ability to analyze customer accounting business requirements and incorporating those requirements into the Oracle financial applications. Contractor support assigned to the task by the project task manager shall have a good working knowledge of SQL, PL/SQL, Oracle Financials 11.5.9, Oracle Reports 6I and/or 6J, Oracle Financial Analyzer and Discoverer.

Travel: Travel may be required of the contractor for this task. All travel shall be coordinated and approved in advance by the Contracting Officer in accordance with the terms and conditions of the contract.

Standards and Reference: The contractor will utilize established standards and /or procedures as defined by the FAA in the performance of this task. All documentation associated with this task must meet the Aeronautical Center guidelines and the established accounting policies and procedures which will be made available to the contractor at all times throughout the duration of this task.

F. Deliverables:

In accordance with CDRL A006, a Technical and Management Work Plan at the task level is required.

Also required are:

- Discoverer Reports/Workbooks System Change Requests (4 per year)
- MD060, MD070s support documentation for System Change Requests (65 per year)
- New Discoverer objects and/or folders System Change Requests (65 per year)

System Change Request completion times are based on the following priorities:

- Emergency - requires 24 X 7 support until they are resolved. Resolution - ASAP
- Critical - Resolution - 2 - 3 days
- High - Resolution - within 30 days
- Normal - Resolution - over 30 days